



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**France Telecom Corporate Solutions L.L.C.**  
**for quarter ending June 30, 2012**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.40	5.50	4.20	5.03
B. Operator Answer Time - Information [730.510(a)(1)]	4.50	4.60	3.90	4.33
C. Repair Office Answer Time [730.510(b)(1)]	0.00	0.00	0.00	0.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.00	0.00	0.00	0.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.00	0.00	0.00	0.00
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

FTCS is a non-facilities based reseller with only 3 customers in IL. It does not purchase wholesale services. Its underlying carriers file Service Quality reports for the services provided to our customers.



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